

RESOURCE HANDBOOK 2005



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INTRODUCTION



Jeannette Chirico-Post, MD
Network Director

Welcome to the VA New England Healthcare System. Our mission is to provide high quality, innovative, comprehensive and compassionate

care along a seamless continuum. We provide these services in fulfillment of our commitment to those who protected and defended our nation's freedom.

The VA New England Healthcare System is comprised of eight VA Medical Centers and 35 Community Based Outpatient Clinics located throughout the six New England States. Network 1 has improved access to care such that we have health care delivery sites within 30 miles of 97% of the veterans served in New England.

We are committed to providing quality health care services to the veterans we serve. Our goal is to provide the right care, at the right time and at the right place

to compassionately meet the unique needs of each veteran. We have a comprehensive program to evaluate the quality of the health care services we deliver.

Network 1 consistently performs in the top tier of Networks on performance measures and we are a leader in customer satisfaction. In the most recent national Customer Service survey results, VA New England Healthcare System exceeded the target for patients satisfied with Overall Quality of care.

This resource handbook will provide you with information about services and programs available to assist you in your health care needs.

Welcome to the VA New England Healthcare System.

Jeannette Chirico-Post, M.D.

Network Director

MISSION STATEMENT & VISION



OUR MISSION

Honor America's veterans by providing exceptional health care that improves their health and well-being.

OUR VISION

To be a patient-centered integrated health care organization for veterans providing excellent health care, research and education; an organization where people choose to work; an active community partner; and a back-up for National emergencies.

CORE VALUES & GOALS

CORE VALUES

Trust

Respect

Excellence

Compassion

Commitment

TOP NETWORK STRATEGIC GOALS FOR 2005

★ **Implement Coordination of Care**

To provide patients with coordinated health care with a home telehealth focus to achieve fewer clinic visits and hospital stays.

★ **Fully Integrate the Specialty and Acute Care Line**

To develop a network-wide structure to improve access and timeliness of specialty services.

★ **Maintain Fiscal Solvency**

To operate within budget.

★ **Enhance Mental Health Programs**

To address case management for homeless with mental illness and enhance ability to provide a full range of mental health services and support services.

VA NEW ENGLAND PROFILE

VA NEW ENGLAND HEALTHCARE SYSTEM (VISN 1)

The VA New England Healthcare System is an integrated, health care delivery system that provides comprehensive, high quality, innovative care, in a compassionate manner to eligible veterans.

VA New England Healthcare System includes eight VA Medical Centers located in the six New England states: Maine, New Hampshire, Vermont, Massachusetts, Rhode Island and Connecticut.

The medical centers include: Togus VAMC (Maine); Manchester VAMC (New Hampshire); White River Junction VAMC (Vermont); Bedford VAMC, VA Boston Healthcare System, Northampton VAMC (Massachusetts); Providence VAMC (Rhode Island); and VA Connecticut Healthcare System (Connecticut). VA New England Healthcare System headquarters is located on the campus of the VA Medical Center, Bedford, Massachusetts.

QUICK FACTS

- ★ The veteran population in the New England area consists of over 1.3 million veterans. The VA New England Healthcare System provides services to 229,000 veterans.
- ★ The Network has an operating budget of over \$1.3 billion.
- ★ The VA New England Healthcare System includes eight medical centers and 35 Community Based Outpatient Clinics (CBOCs).

HEALTH CARE SERVICES OFFERED

	Allergy Immunology	Audiology & Speech	Cardiology	Cardiac Surgery	Cardiac Catheterization	Chaplain Service	Dental	Dermatology	Dialysis	Diabetes Education Program	Endocrinology	ENT	Gastroenterology	General Surgery	Geriatric Clinic	Hematology	Home-Based Primary Care
Connecticut																	
VA Connecticut Healthcare System																	
Newington Campus		•	•			•	•	•		•	•				•	•	•
West Haven Campus		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Danbury CBOC																	
New London CBOC																	
Stamford CBOC																	
Waterbury CBOC																	
Windham CBOC																	
Winsted CBOC																	
Maine																	
Togus VAMC		•	•			•	•	•	•	•	•	•	•	•	•	•	•
Bangor CBOC										•							
Calais CBOC																	★
Caribou CBOC																	
Rumford CBOC																	★
Saco CBOC																	•
Massachusetts																	
Bedford VAMC			•			•	•	•		•	•	•	•	•	•		•
Fitchburg CBOC																	
Gloucester CBOC																	
Haverhill CBOC																	
Lynn CBOC																	
VA Boston Healthcare System																	
Brockton Campus		•	•			•	•	•		•	•				•	•	★
Jamaica Plain Campus	•	•				•	•	•	•	•	•	•	•	•	•	•	•
West Roxbury Campus		•	•	•	•	•		•	•	•	•	•	•	•	•	•	★
Causeway CBOC																	
Dorchester CBOC																	
• = Available On Site ★ = Future Service CBOC = Community Based Outpatient Clinic																	

HEALTH CARE SERVICES OFFERED

	Allergy Immunology	Audiology & Speech	Cardiology	Cardiac Surgery	Cardiac Catheterization	Chaplain Service	Dental	Dermatology	Dialysis	Diabetes Education Program	Endocrinology	ENT	Gastroenterology	General Surgery	Geriatric Clinic	Hematology	Home-Based Primary Care
Massachusetts (continued)																	
Framingham CBOC																	
Lowell CBOC										●							★
Quincy CBOC																	
Worcester CBOC							●									●	
Northampton VAMC		●	●			●	●			●				●			★
Franklin County CBOC																	
Pittsfield CBOC										●							
Springfield CBOC							●	●			●						★
New Hampshire																	
Manchester VAMC		●	●			●	●	●		●	●	●	●	●		●	●
Conway CBOC																	
Portsmouth CBOC										●							★
Somersworth CBOC																	
Tilton CBOC										●							
Rhode Island																	
Providence VAMC			●			●	●	●	●	●	●	●	●	●		●	●
Hyannis (MA) CBOC																	★
Middletown CBOC																	
New Bedford (MA) CBOC			●														
Vermont																	
White River Junction VAMC		●	●			●	●	●		●	●	●	●	●	●	●	
Bennington CBOC																	
Colchester CBOC		●	●														
Littleton (NH) CBOC																	
Rutland CBOC																	

● = Available On Site ★ = Future Service CBOC = Community Based Outpatient Clinic

VA CONNECTICUT HEALTHCARE SYSTEM



DIRECTOR:
Roger Johnson

CHIEF OF STAFF:
Michael Ebert, MD

**ASSOCIATE DIRECTOR
FOR OPERATIONS:**
Vacant

**ASSOCIATE DIRECTOR
FOR NURSING AND
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Margaret Veazey, RN, MSN

**PUBLIC AFFAIRS
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Pamela R. Redmond

PATIENT ADVOCATES:
Mary Coffelt Mary Harrington
Bernadette Kern Joanne Perez

MEDICAL CENTERS (VAMC):

Newington Campus
555 Willard Avenue
Newington, CT 06111
Phone: (860) 666-6951

**WOMEN VETERANS
COORDINATOR:**
Jane Sarja, APRN

**MINORITY VETERANS
COORDINATOR:**
Billie Rudd

**HOMELESS VETERANS
COORDINATOR:**
Laurie Harkness, PhD

**OPERATION
IRAQI FREEDOM/
ENDURING FREEDOM
COORDINATORS:**
Michelle Will
Susan Dicker, RN
Susan Hill, MSW

West Haven Campus
950 Campbell Avenue
West Haven, CT 06516
Phone: (203) 932-5711

Connecticut

COMMUNITY BASED OUTPATIENT CLINICS (CBOC):

Danbury CBOC

7 Germantown Road
Danbury, CT 06810
Phone: (203) 798-8422

New London CBOC

U.S. Coast Guard Academy
15 Mohegan Avenue
New London, CT 06320
Phone: (860) 437-3611

Stamford CBOC

90 Morgan Street
Stamford, CT 06924
Phone: (203) 325-0649

Waterbury CBOC

St. Mary's Hospital Medical Office
Building
Suite 203
133 Scovill Street
Waterbury, CT 06706
Phone: (203) 465-5292

Windham CBOC

Windham Hospital
96 Mansfield Street
Willimantic, CT 06226
Phone: (860) 450-7583

Winsted CBOC

Winsted Health Center
115 Spencer Street
Winsted, CT 06098
Phone: (860) 738-6985

PRIMARY ACADEMIC AFFILIATIONS:

- ★ University of Connecticut School of Medicine
- ★ Yale University School of Medicine

CLINICAL PROGRAMS OF EXCELLENCE:

- ★ Eastern Blind Rehabilitation Center
- ★ Renal Dialysis
- ★ Seriously Mentally Ill

RESEARCH CENTER FOR:

- ★ Schizophrenia
- ★ Alcoholism
- ★ Post Traumatic Stress Disorder
- ★ Rehabilitation
- ★ VA/Yale Center for Neuroscience and Nerve Regeneration

NATIONAL CENTER FOR:

- ★ Cooperative Studies Program Coordinating Center (CSPCC)
- ★ Mental Illness Research Education and Clinical Center (MIRECC)
- ★ Northeast Program Evaluation Center (NEPEC)

TOGUS VA MEDICAL CENTER



DIRECTOR:

John H. Sims, Jr.

CHIEF OF STAFF:

Timothy J. Richardson, MD

NURSE EXECUTIVE:

William M. Harness, RN

PUBLIC AFFAIRS OFFICER:

Jim Doherty

PATIENT ADVOCATE:

Victoria Cuthbertson

MEDICAL CENTER (VAMC):

Togus VA Medical Center

1 VA Center

Augusta, ME 04330

Phone: (207) 623-8411

Toll-free: (877) 421-8263

WOMEN VETERANS

COORDINATOR:

Kathleen Lyons

MINORITY VETERANS

COORDINATOR:

Kathleen Lyons

HOMELESS VETERANS

COORDINATOR:

Dennis Tully

OPERATION

IRAQI FREEDOM/

ENDURING FREEDOM

COORDINATOR:

Jim Doherty

COMMUNITY BASED OUTPATIENT CLINICS (CBOC):

Bangor CBOC

304 Hancock Street, Suite 3B
Bangor, ME 04401
Phone: (207) 561-3600

Rumford CBOC

431 Franklin Street
Rumford, ME 04276
Phone: (207) 369-3200

Calais CBOC

18 Palmer Street
Calais, ME 04619
Phone: (207) 454-7849

Saco CBOC

655 Main Street
Saco, ME 04072
Phone: (207) 294-3100

Caribou CBOC

163 Van Buren Road, Suite 6
Caribou, ME 04736
Phone: (207) 498-8785

PRIMARY ACADEMIC AFFILIATIONS:

- ★ Husson College
- ★ Kennebec Valley Technical College
- ★ Massachusetts Eye & Ear Infirmary, Boston, MA
- ★ Tufts School of Medicine
- ★ University of Maine/Augusta
- ★ University of Maine/Orono
- ★ University of New England College of Osteopathic Medicine, Psychiatry, Allied Health, Biddeford, ME
- ★ University of Southern Maine
- ★ University of Rhode Island

BEDFORD VA MEDICAL CENTER



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Deborah Outing

PATIENT ADVOCATE:
Karen Kubik

MEDICAL CENTER (VAMC):

Edith Nourse Rogers Memorial Veterans Hospital
200 Springs Road
Bedford, MA 01730
Phone: (781) 275-7500

Massachusetts

COMMUNITY BASED OUTPATIENT CLINICS (CBOC):

Fitchburg CBOC

Burbank Hospital
275 Nichols Road
Fitchburg, MA 01420
Phone: (781) 687-4502

Gloucester CBOC

Addison Gilbert Hospital
298 Washington Street
Gloucester, MA 01930
Phone: (781) 687-4402

Haverhill CBOC

108 Merrimack Street
Haverhill, MA 01830
Phone: (781) 687-4602

Lowell VCCC

130 Marshall Road
Lowell, MA 01852
Phone: (978) 671-9115

Lynn CBOC

225 Boston Road, Suite 107
Lynn, MA 01904
Phone: (781) 687-3567

PRIMARY ACADEMIC AFFILIATIONS:

- ★ Boston University School of Medicine

CLINICAL PROGRAMS OF EXCELLENCE:

- ★ Seriously Mentally Ill

RESEARCH CENTER FOR:

- ★ Geriatric Research Education Clinical Center (GRECC)
- ★ Health Services Research & Development (HSR&D)
National Field Office
- ★ Mental Illness Research Education & Clinical Center
(MIRECC Satellite)

Massachusetts

MEDICAL CENTERS (VAMC):

Jamaica Plain Campus

150 South Huntington Ave.

Jamaica Plain, MA 02130

Phone: (617) 232-9500

West Roxbury Campus

1400 VFW Parkway

West Roxbury, MA 02132

Phone: (617) 323-7700

Brockton Campus

940 Belmont St., Brockton, MA 02301

Phone: (508) 583-4500

COMMUNITY BASED OUTPATIENT CLINICS (CBOC):

Causeway CBOC

251 Causeway St.

Boston, MA 02130

Phone: (617) 248-1000

Lowell CBOC

130 Marshall Rd.

Lowell, MA 01852

Phone: (978) 671-9000

Dorchester CBOC

895 Blue Hill Ave

Dorchester, MA 02121

Phone: (617) 822-7146

Quincy CBOC

114 Whitwell St.

Quincy, MA 02169

Phone: (617) 376-2010

Framingham CBOC

61 Lincoln St., Suite 112

Framingham, MA 01702

Phone: (508) 628-0205

Worcester CBOC

Lincoln Medical Center

605 Lincoln St.,

Worcester, MA 01605

Phone: (508) 856-0104

PRIMARY ACADEMIC AFFILIATIONS:

- ★ Boston University School of Medicine

CLINICAL PROGRAMS OF EXCELLENCE:

- ★ Cardiac Surgery (WR)
- ★ Post Traumatic Stress Disorder (PTSD) (JP)
- ★ Seriously Mentally Ill (BR)
- ★ Substance Abuse (JP)
- ★ Women's Health Program (JP)

RESEARCH CENTER FOR:

- ★ Center for Innovative Visual Research
- ★ Environmental Hazards Center: Behavioral Neurotoxicology (JP)
- ★ Schizophrenia Neuroimaging Research
- ★ Massachusetts Veterans Epidemiology Research and Information Center (MAVERIC) (WR/JP)
- ★ National Center for PTSD (JP)
- ★ Spinal Cord Injury Research (WR)

NORTHAMPTON VA MEDICAL CENTER



DIRECTOR:

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Elizabeth M. Huntley

MEDICAL CENTER (VAMC):

Northampton VA Medical Center

421 North Main St.

Leeds, MA 01053-9764

Phone: (413) 584-4040

WOMEN VETERANS

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Katrena P. Ford

OPERATION

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ENDURING FREEDOM

COORDINATOR:

Elizabeth M. Huntley

COMMUNITY BASED OUTPATIENT CLINICS (CBOC):

Franklin County CBOC

Franklin County VA Outpatient Clinic
Medical Office Bldg., Suite 9
51 Sanderson St.
Greenfield, MA 01301
Phone: (413) 773-8428

Pittsfield CBOC

73 Eagle St.
Pittsfield, MA 01201
Phone: (413) 443-4857

Springfield CBOC

25 Bond St.
Springfield, MA 01104
Phone: (413) 731-6000

MANCHESTER VA MEDICAL CENTER



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ASSOCIATE DIRECTOR PATIENT & NURSING SERVICES:

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PATIENT ADVOCATE:

Michelle Wetherbee

MEDICAL CENTER (VAMC):

Manchester VA Medical Center

718 Smyth Road
Manchester, NH 03104

WOMEN VETERANS COORDINATOR:

Diana True

MINORITY VETERANS COORDINATOR:

Gary Rolph, MCS, BCC

HOMELESS VETERANS COORDINATOR:

Jack Campbell, LCSW

OPERATION IRAQI FREEDOM/ ENDURING FREEDOM COORDINATOR:

James Thompson, MSN, APRN

New Hampshire

COMMUNITY BASED OUTPATIENT CLINICS (CBOC):

Conway CBOC

7 Greenwood Avenue

Conway, NH 03818

Phone: (603) 447-2555

Portsmouth CBOC

302 Newmarket Street

Pease ANGB, NH 03803-0157

Phone: (603) 624-4366 Ext. 5500

Toll-free: (800) 892-8384 Ext. 5500

Somersworth CBOC

200 Route 108

Somersworth, NH 03878

Phone: 603-624-4366 Ext 5700

Toll-free: (800) 892-8384 Ext 5700

Tilton CBOC

New Hampshire State Veterans Home

139 Winter Street, Door #6

Tilton, NH 03276

Phone: (603) 624-4366 Ext. 5600

Toll-free: (800) 892-8384 Ext. 5600

PRIMARY ACADEMIC AFFILIATION:

★ Dartmouth Medical School

RESEARCH CENTER FOR:

★ Gulf War Illness

★ HDL Intervention

★ Post Traumatic Stress Disorder (PTSD)

PROVIDENCE VA MEDICAL CENTER



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Vincent Ng

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Stacey James, MEd

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Tenessa Karmozyn

**ASSOCIATE DIRECTOR
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Deborah A. Clickner, MEd, RN,
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Michele Jackson

**PUBLIC AFFAIRS
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**HOMELESS VETERANS
COORDINATOR:**
Richard Synnott

MEDICAL CENTER (VAMC):

Providence VA Medical Center
830 Chalkstone Avenue
Providence, RI 02908-4799
Phone: (401) 273-7100

Rhode Island

COMMUNITY BASED OUTPATIENT CLINICS (CBOC):

Hyannis CBOC

145 Falmouth Road
Hyannis, MA 02601
Phone: (508) 771-3190

New Bedford CBOC

175 Elm Street
New Bedford, MA 02740
Phone: (508) 994-0217

Middletown CBOC

One Corporate Place
West Main Road at
Northgate Road
Middletown, RI 02842
Phone: (401) 847-6239

PRIMARY ACADEMIC AFFILIATIONS:

- ★ Brown Medical School

RESEARCH CENTER FOR:

- ★ Addictive Behaviors and Psychiatric Disorders
- ★ Cancer Prevention and Treatment
- ★ Center for Restorative and Regenerative Medicine Gulf War Illnesses
- ★ Hypertension and Cardiovascular Diseases
- ★ Post-Traumatic Stress Disorder (PTSD)
- ★ Pulmonary Diseases
- ★ TREP (Targeted Research Enhancement Program)

WHITE RIVER JUNCTION VA MEDICAL CENTER



DIRECTOR:

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Donna K. Jacobs

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Anselm A. Beach

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Jeffrey T. Bennett

MEDICAL CENTER (VAMC):

White River Junction VAMC

215 North Main St.

White River Junction, VT 05009

WOMEN VETERANS

PROGRAM MANAGER:

B.C. (Bobbie) Surott-Kimberly,
MSW, CTRS

HOMELESS VETERANS COORDINATOR:

Robert E. Rummel

MINORITY VETERANS COORDINATOR:

Freddie L. Hall

OPERATION IRAQI FREEDOM/ ENDURING FREEDOM COORDINATOR:

Wendy J. Decoff

Rutland CBOC
215 Stratton St.
Rutland, VT 05702
Phone: (802) 773-3386

- ★ Dartmouth Medical School
- ★ University of Vermont Medical School

- ★ Health Services Research (clinical evaluative science, medical outcomes, decision analysis, quality and cost-effective health care, and telehealth)
- ★ Medical Research (HIV, molecular biology, carcinogenesis, immunological interventions, and neurological injury)

- ★ Executive Division of the National Center for Post Traumatic Stress Disorders (PTSD)
- ★ Hub Site for the National Quality Scholars Program
- ★ VHA Patient Safety Field Office

RESEARCH AND MEDICAL EDUCATION

Research and Medical Education are key components of the mission of the VA New England Healthcare System. Network 1 is affiliated with many of the premier medical schools in the world:

- ★ Boston University School of Medicine
- ★ Brown Medical School
- ★ Dartmouth Medical School
- ★ Harvard Medical School
- ★ Tufts University School of Medicine
- ★ University of Connecticut Health Science Center
- ★ University of Massachusetts School of Medicine
- ★ University of New England School of Osteopathic Medicine
- ★ University of Vermont School of Medicine
- ★ Yale University School of Medicine

Our facilities provide training and education for medical students, residents, nurses, allied health professionals, and administrative interns. Many Network 1 staff hold faculty appointments at the affiliated medical schools and participate in world class residency and specialty training programs. Education is an important mission with a dollar allocation of over \$25 million in FY 2005. Network 1 is among the leading VISNs in research in the Veterans Health Administration (VHA), with funding exceeding \$31.8 million in FY 2005. Many Network 1 researchers have received

national prestigious awards for recognition of their research achievements. Network 1 recognizes the critical role of research in providing care to veterans and the need to link research with veteran patient needs. Key research topics include:

- ★ Aging
- ★ Alzheimer’s Disease
- ★ Alcoholism/
Substance Abuse
- ★ Arthritis
- ★ Cancer
- ★ Cardiovascular Disease
and Stroke
- ★ Diabetes
- ★ Disease Prevention
- ★ Endocrinology
- ★ Gastrointestinal Disorders
- ★ Gulf War Illness
- ★ Healthcare Quality and
Outcomes Management
- ★ Heart Surgery
- ★ Hepatitis C and Liver Disease
- ★ Infectious Diseases including HIV
- ★ Kidney Disease
- ★ Mental Illness
- ★ Neurobiology
- ★ Ophthalmology
- ★ Post Traumatic Stress Disorder
- ★ Prostate Disease
- ★ Rehabilitation Research
- ★ Sleep Disorders
- ★ Smoking Cessation
- ★ Spinal Cord Injury
- ★ Surgery
- ★ Telemedicine
- ★ Women’s Health

VA ENROLLMENT & BENEFITS QUESTIONS & ANSWERS

Q. Who is eligible to receive health care through the VA system?

Any individual who served on active duty in the Army, Navy, Air Force, Marines or Coast Guard, and received honorable discharge or release under honorable conditions has eligibility for VA health care. Those who served after 1980 must have served 24 months active duty to be eligible.

Q. How do I apply?

Veterans can apply for enrollment in the VA health care system by completing VA Form 10-10EZ, Application for Health Benefits. Application forms can be obtained from any VA health care facility, from VA's Health Benefits Service Center at 1-877-222-VETS (8387) or accessed from the Web at <http://www.va.gov/1010ez.htm>.

Q. What services can I receive?

All necessary inpatient and outpatient services including preventive and primary care, diagnostic and treatment services as well as rehabilitation, mental health treatment, substance abuse treatment, home health, respite and hospice care, women's clinic and prescribed drugs.

Q. What does VA care cost me?

While many veterans qualify for cost-free health care services based on a compensable service-connected condition or other qualifying factor, veterans are required to complete an annual financial assessment or Means Test. Veterans whose income and net worth exceed the established Means Test threshold, as well as those who choose not to complete the financial assessment, must agree to pay required co-payments to become eligible for VA health care services. New veterans who apply for enrollment after January 16, 2003, and who decline to provide income information, are not eligible for enrollment. Co-payment rates can be obtained at any VA health care facility or on the Web at <http://www.va.gov/elig>.

Q. Are there restrictions on getting care in private facilities at VA expenses?

To qualify for routine care at non-VA facilities at VA expense, you must first be given specific authorization by your VA provider. Included among the factors in determining whether such care will be authorized is your medical condition and availability of VA services within your geographic area.

Q. Am I eligible for emergency care at non-VA facilities?

You are eligible if the non-VA emergency care is for a service-connected condition or, if enrolled, you have been provided

care by a VA clinician or provider within the past 24 months and have no other health care coverage or ability to pay for the services. It must be determined that VA health care facilities were not feasibly available; that a delay in medical attention would have endangered your life or health.

Q. Is VA approval needed before I obtain non-VA emergency services?

While approval is not required, notification to the nearest VA health care facility must be made within 48 hours if hospitalization is required. VA payment is limited up to the point your condition is stable for transportation to a VA facility.

Q. What if I get sick while traveling?

VA enrollment also allows health care benefits to be portable throughout the VA system. Enrolled veterans who are traveling may obtain care at any VA health care facility across the country.

Q. Will VA take care of my nursing home needs?

While some veterans qualify for indefinite nursing home care services, other veterans may qualify for a limited period of time. Individuals who automatically qualify for indefinite nursing home care are veterans whose service-connected condition is clinically determined to require nursing home care and veterans with a service-connected disability rating of 70% or more.

Q. Can I get free prescriptions from VA?

Medications are provided to veterans who are enrolled with the VA and receive health care provided by a VA primary care provider. Medications are prescribed for treatment of a condition for which they are receiving health care from the VA provider. Depending on service connected status, there may be a co-payment required for medications.

Q. Can I get dental care?

Generally, dental benefits are limited to service connected dental conditions or to veterans who are permanently and totally disabled from service connected causes.

Q. Does VA provide maternity services?

Maternity services are provided in non-VA contracted hospitals at VA expense. Care is limited to the mother. Costs for care of the newborn are not covered.

Q. I am a returning Operation Iraqi Freedom/Operation Enduring Freedom veteran. I registered with the VBA (benefits) - does that mean that I am now automatically registered in the VHA (hospital) system?

No, that means you have filed a claim for a service connected rating or benefits. To register in the VHA medical system, you must fill out a 10-10EZ form (see above).

VETERANS OUTREACH CENTERS

CONNECTICUT

New Haven

141 Captain Thomas
Boulevard
West Haven, CT
06516
(203) 932-9899

Norwich

2 Cliff Street
Norwich, CT 06360
(860) 887-1755

Wethersfield

30 Jordan Lane
Wethersfield, CT
06109
(860) 563-2320

MAINE

Bangor

In Town Plaza
352 Harlow Street
Bangor, ME 04401
(207) 947-3391 or
(207) 947-3392

Caribou

Irving Complex
456 York Street
Caribou, ME 04736
(207) 496-3900

Lewiston

Parkway Complex
29 Westminister St.
Lewiston, ME 04240
(207) 783-0068

Portland

475 Stevens Avenue
Portland, ME 04103
(207) 780-3584

Sanford

68 Main Street
Springvale, ME
04083
(207) 490-1513

MASSACHUSETTS

Boston

665 Beacon Street
Boston, MA 02215
(617) 424-0665

Brockton

1041-L Pearl Street
Brockton, MA 02401
(508) 580-2730

Lowell

73 E. Merrimack St.
Lowell, MA 01852
(978) 453-1151

New Bedford

468 North Street
New Bedford, MA
02740
(508) 999-6920

Springfield

1985 Main Street
Springfield, MA
01103
(413) 737-5167

Worcester

597 Lincoln Street
Worcester, MA
01605
(508) 856-7428

NEW HAMPSHIRE

Manchester

103 Liberty Street
Manchester, NH
03104
(603) 668-7060

RHODE ISLAND

Warwick

2038 Warwick
Avenue
Warwick, RI 02889
(401) 739-0167

VERMONT

South Burlington

359 Dorset Street
South Burlington, VT
05401
(802) 862-1806

White River Junction

2 Gilman Office
Complex
222 Holiday Inn
Drive
White River
Junction, VT 05001
(802) 295-2908 or
Toll-free:
(800) 649-6603

OTHER VA RESOURCES

VETERANS BENEFITS ADMINISTRATION (VBA)

Connecticut

VBA Regional Office - Hartford
VA Connecticut Healthcare
System, Newington Campus
555 Willard Ave., Bldg. 2E, 3rd Floor
Newington CT 06111

(Mailing address)

P.O. Box 310909
Newington, CT 06131-0909
(800) 827-1000

Maine

VBA Regional Office
1 VA Center
Augusta, ME 04330
(800) 827-1000

Massachusetts

VBA Regional Office
JFK Federal Bldg., Gov't. Center
Boston, MA 02203
(800) 827-1000

New Hampshire

VBA Regional Office
275 Chestnut St.
Manchester, NH 03101
(800) 827-1000

Rhode Island

VBA Regional Office
380 Westminister Street
Providence, RI 02903-3246
(800) 827-1000

Vermont

VBA Regional Office
215 North Main St.
White River Junction, VT
05009
(800) 827-1000

NATIONAL CEMETERY SERVICE

Maine

Togus National Cemetery
Augusta, ME 04330
For information please contact:
Massachusetts National
Cemetery at (508) 563-7113.

Massachusetts

Massachusetts National
Cemetery
Bourne, MA 02532
Phone: (508) 563-7113

VA Benefits Information	(800) 827-1000
VA Burial Headstones & Markers	(800) 697-6947
VA Insurance Center	(800) 669-8477
Veterans Mortgage Life Insurance	(800) 827-0611
Eligibility Hotline	(877) 222-8387
Persian Gulf Helpline	(800) 749-8387
Health Administrative Center (including. CHAMPVA)	(800) 733-8387
Debt Management Center	(800) 827-0648
Telecommunication Device for the Deaf (TDD)	(800) 829-4833
VA on the Internet	www.va.gov

DEPARTMENT OF VETERANS AFFAIRS

RESOURCES

BURIAL AND MEMORIAL BENEFITS



www.cem.va.gov

VETERANS BENEFITS ADMINISTRATION



www.vba.va.gov

COMPENSATION AND PENSION BENEFITS



www.vba.va.gov/bln/21

IRAQI FREEDOM



[www.seamless
transition.va.gov](http://www.seamlesstransition.va.gov)



www.va.gov

WOMEN VETERANS



[www1.va.gov/
womenvet](http://www1.va.gov/womenvet)

MY HEALTHeVET



www.myhealth.va.gov

VOCATIONAL REHABILITATION



www.vba.va.gov/bln/vrc

EDUCATION



www.gibill.va.gov